

## APPENDIX F



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Subject: Personal Property Management Career Development Team - doc for ur review

Hello Everybody!

The attached document is an attempt to generally describe what professional development might look like for federal personal property managers and sources for that developmental training. A possible addition or attachment to this document might be an example, or examples, of what training/experience a custodial officer should have, or "Personal Property 101," or whatever you think might help! Anyway, we're off and running!

Please review and provide whatever comments you'd like within a couple of weeks. We should probably plan to have a final product (info that can be posted on the GSA personal property webpage and/or a brochure) before the January ICPM meeting.

Our team is composed of key training providers and experienced civilian agency property managers. We had a good starting point with the work previously done by the Learning and Growth Team under the Strategic Planning Panel. Now, we can take the next step: promoting the type of training, experience, and career development that will benefit all federal property managers at all levels of involvement.

Thank you for taking your time to work on this.

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(See attached file: PersPropMgtDevOpps1.doc)

## Personal Property Management Career Development: Core Competencies and Training Sources

### Sample CORE COMPETENCIES

#### **Logistics Management**

- Familiar with applicable policies and regulations relating to property disposition.
- Understands supply chain management concepts, their application in Federal agencies; and, inventory management concepts, principles, and practices.
- Applies effective distribution processes in regard to reuse, transfer, disposal, sales with consideration for environmental and demilitarization issues, as appropriate

#### **Business Skills**

- Understands basic business terms, economic concepts and principles, and basic marketing and market analysis techniques.
- Understands and applies project and financial management, and managerial accounting concepts, principles, and practices.

#### **Analytical Skills**

- Uses basic statistical analysis methods to collect, compile, and analyze business information.
- Applies problem-solving methods to analyze organizational, process, or policy problems and assesses the impact of options or conclusions reached on business processes.

#### **Information Technology**

- Effectively uses a personal computer to access software applications for sending E-mail, searching for information, performing E-business transactions, and managing files, data, and information.
- Understands and uses the architecture of Federal Government web sites, and how they are used by customers.
- Uses applicable information systems for property accountability and disposition to perform job responsibilities.

### **Interpersonal Skills**

- Performs effectively in a team environment through coaching support and respect of other team members, work ethic, cultural diversity, personal integrity, and the effective application of conflict resolution techniques when necessary.

### **Communications Skills**

- Practices typical communication techniques including active listening, effective writing, negotiation, and clear transmission of thoughts.
- Communicates clearly when speaking in meetings, during face to face discussions, when delivering formal presentations, and when promoting ideas, concepts, and services to internal and external customers.

### **Customer Service**

- Understands customer's working environmental, values, and service expectations and interacts to accurately assess and define requirements and decisively resolve issues.
- Develops creative, tailored solutions to meet specific customer requirements and follows up to ensure services provided meet expectations.

### **Contracting**

- Understands fundamental contracting concepts, principles, and practices sufficiently to develop complete and accurate functional requirements, Statements of Work, and Performance of Work statements.
- Understands Contracting Officer's Representative responsibilities and authorities.

### **Leadership**

- Demonstrated commitment to ethics, professionalism, flexibility, self-motivation, and technical competence.

### **Property Disposal Subjects**

- Utilization
- Donation
- Sale
- Export Control

## **Training Sources**

### **National Property Management Association (NPMA)** (<http://www.npma.org>)

The NPMA Certification Program has been recognized throughout the property and asset management communities as the standard for property and asset management professionals. The Certification Program offers current and evolving information in three text sources: the Contract Property Management Manual, the Federal Property Management Manual, and the Standard Property Manual.

Property Professionals may obtain certification at the following levels:

Certified Professional Property Specialist (CPPS)

Certified Professional Property Administrator (CPPA)

Certified Professional Property Manager (CPPM)

Those who have made significant contributions to the property professional and/or the NPMA may also qualify as a Consulting Fellow (CF).

(NPMA and Users and Screeners Association (USA) recognize each other's educational programs)

### **Health & Human Services** (<http://www.knownet.hhs.gov/log>)

The Electronic Logistics Training and Support Network (EL-TRAINS) Personal Property Management Desk Reference presents the Personal Property Management Life Cycle, relevant law, regulation and policy along with insight from personal property management experts.

EL-TRAINS Partners include Centers For Disease Control, the Department of Health and Human Services, the Federal Aviation Administration, the Food and Drug Administration, General Services Administration, Indian Health Service, National Institutes of Health, Program Support Center, Social Security Administration with discussions underway with The Department of Defense and the Department of Veterans Affairs. The goal of the Partners is to provide the premier Personal Property Management knowledge management and performance support system to Federal Government employees, State and Local Government employees, contractors and grantees in the first electronic network built from the ground up to provide competency-based training and certification in Logistics.

The following certifications may be awarded upon completion of specific training modules:

Certified Accountability Professional (CAP)

Certified Personal Property Professional (CPPP)

Certified Property Custodial Officer (CPCO)

Additionally, completion of the Personal Property Management and related modules is a key part of the multi-level Professional in Logistics Certifications.  
(<http://www.knownet.hhs.gov/log/certification.htm>)

**USDA Graduate School** (<http://grad.usda.gov>)

#### Certificate of Accomplishment in Personal Property Management

How often does a certificate program offer you the opportunity to work one-on-one with an experienced professional in the field of property management? This unique program, which culminates in a special project course, does exactly that. Throughout the required course work, you are taught the essential components of property management including federal policy, advancing technology, maximum utilization and audit trail. This certificate reflects the latest information on both practices and standards and applies that information to real work situations.

#### Government Sources

- Health and Human Services (HHS) Sponsored
- Air Force Institute of Technology (AFIT)
- Defense Acquisition University (DAU)
- USDA Graduate School
- Army Logistics Management College (ALMC)
- Defense Logistics Agency (DLA) Training Center

#### Commercial Sources

- Federal Supply Schedule 69
- National Property Management Association (NPMA)
- Leading Universities in Supply Team Management
  - University of Tennessee
  - Pennsylvania State
  - Ohio State
  - Michigan State
- Society of Logistics Engineers (SOLE)
- Council of Logistics Management (CLM)